PRV – Call Center Correspondence – Processing & Printing

Purpose:

The objective is to respond to provider questions sent to Provider Services via mail. The mail is uploaded into OnBase by the Core unit, and then is routed to Provider Services for entry, routing and completion the Customer Service Representatives (CSR. The CSR researches the question on the correspondence and drafts a response to the provider within 5 business days.

Identification of Roles:

CSR (Processing, Mail/Print Runner), Trainer, Supervisor, Quality Assurance Coordinator, Manager

Performance Standards:

Work within 5 business days

Path of Business Procedure:

Step 1: Log into Onbase Workview

Step 2: Double click on "Workview" icon and proceed to PRV02

Step 3: Highlight the first correspondence listed and select the "Give Me Work" task button to move the correspondence to My Desk

Step 4: Review and research document
  a. Review and research the Medicaid Management Information System (MMIS) to determine whether additional research by another unit is required.
      1. If yes, then attach a note to the correspondence and route the correspondence to the correct area for further review; proceed to Step 5.
      2. If no, then proceed to Step 9.

Step 5: Send to correct unit for further review
  a. After the appropriate unit researches the correspondence and provides a response, it is returned to My Desk for completion

Step 6: Business Unit receives document from PRV02 to research

Step 7: Resolution is documented and returned to the CSR

Step 8: Retrieve document from MyDesk

Step 9: Select "Complete" on the OnBase taskbar once letter is ready to print

Step 10: Letter automatically transfers from PRV02 to PRV90

Step 11: Access PRV90 print queue; proceed to Print folder

Step 12: Select each individual letter in the folder

Step 13: Confirm whether each letter is to be printed and mailed
   a. If yes, then proceed to Step 15
   b. If no, then proceed to Step 14

Step 14: Select the "Do Not Print" icon in the task menu

   a. no further action needed

Step 15: Select the "print" icon in the task menu

   a. NOTE: Do not use the printer icon on the OnBase toolbar

Step 16: Mail/Print Runner retrieves the letter from the printer and places it in the print drawer located at the Call Center Supervisor's desk.

Step 17: Retrieve printed letters from the supervisor's desk. Each letter is to be stuffed into an envelope and placed in the outbox for pickup.

Step 18: Mail/Print Runner picks up all letters from CSRs' outboxes and places them to Outgoing mail.

Step 19: Step 19 – Letter is mailed from IME

Forms/Reports:
Provider Inquiry Form

RFP References:
6.4.2.3.c

Interfaces:
OnBase
MMIS
Provider Unit Lead

Attachments:
Process Map

Correspondence Processing & Printing

	CSR	Alternate Business Unit

Correspondence Processing Steps

1 Log in to OnBase Workview

2 Click on the Workflow icon and proceed to PRV02

3 Go to the Correspondence queue; highlight the first correspondence worked, select the "Give Me Work" task to move the document to your desk

4 Research correspondence to determine whether additional research is required by another unit

No → **9** Select "Complete" on the OnBase Taskbar once letter is ready for print

Yes → **5** Send to correct business Unit for further review

6 Business Unit receives document from CSR (PRV02)

7 Resolution is documented on outgoing letter and routed back to the CSR

8 Retrieve worked document in My Desk

10 Letter is transferred from PRV02 to PRV90 ("Print" Queue)

Correspondence Printing Steps

11 Access PRV90; proceed to Print Folder

12 Select each individual letter in the folder

13 Confirm whether Each letter is to be printed and mailed

No → **14** Select the "Do Not Print" icon in the task menu; no further action needed

Yes → **15** Select the "Print" icon in the task menu

NOTE: Do not use the printer icon on the OnBase toobar

16 Mail / Email Runner retrieves printed letter and sends to CSR's Print Folder

17 Pick up prints from the supervisor's desk, stuff envelope and place in outbox for pickup

18 Mail / Print Runner pulls letter from CSR outbox and forwards for outgoing mail

19 Letter is shipped from IME